

# COMPLAINT HANDLING PROCEDURE

We apply the same high standards of care when looking after our customers as we do when building our homes. However, we appreciate that sometimes things can go wrong, so we take complaints seriously. We are a registered developer with the New Homes Quality Board ([www.nhqb.org.uk](http://www.nhqb.org.uk)) and comply with the New Homes Quality Code (the Code).

If you have a complaint, please let us know so we can try to resolve the issue for you and learn from it.

## REPORTING AN ISSUE

Although we hope you will not have any problems after you move into your new home, our commitment continues after your sale has been completed.

If you have a complaint and it relates to one of the following, please contact us and allow us to put it right:

- we have failed to do something we should have;
- we have carried out something poorly; or
- we have treated you unfairly or discourteously;

## INFORMAL COMPLAINTS

If any issue can be resolved informally with our office and you are happy with the outcome, then you need not use our formal complaints procedures. If, however, you are not satisfied that the problem has been resolved or handled to your satisfaction, you may wish to make a formal complaint. You can do this by using our formal complaints procedure set out below.

## FORMAL COMPLAINTS PROCEDURE

We have a robust process to ensure that your complaint is properly investigated and followed up on:

- Please raise your complaint with [enquiries@spacehomes.co.uk](mailto:enquiries@spacehomes.co.uk) or telephone 0345 366 4407
- We will acknowledge all complaints within five days of the complaint initiation date\*.
- We will investigate your concerns and send a response detailing our proposed pathway to resolution within 10 days of the complaint initiation date\*. This should explain how we plan to resolve the issue, along with the steps and anticipated timescales.

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- We will send a full complaint assessment response within 30 days. If the complaint is resolved, this will confirm the steps taken. If the resolution is still underway, the response will detail what has caused the delay and the anticipated date for resolution.
- Once the complaint has been resolved, we will send a closure response which confirms what action has been taken.
- In the unlikely event that the complaint remains unresolved after 56 days of the complaint initiation date\*, we will send a further response to provide information on what has caused the delay, what the next steps are, and the anticipated date for resolution. We will update you no less than every 28 days until the matter is resolved.
- We hope we can resolve most matters without further escalation. However, if your complaint is not resolved in accordance with this procedure or you remain dissatisfied with the outcome, you may be able to refer it to any dispute resolution service offered by your warranty provider or the New Homes Ombudsman Service ([www.nhos.org.uk](http://www.nhos.org.uk)).
- It is within the New Homes Ombudsman Service discretion to decide when or if to accept a complaint, in accordance with the Scheme Rules. The New Homes Ombudsman Service can accept complaints that have arisen within two years of legal completion. After this, disputes within the structural warranty period may be referred to the new home warranty provider, if relevant.

\*The complaints initiation date (CID) is the first working day after receiving a complaint. For example, if a complaint is received on a Monday, the CID is the following Tuesday. If a complaint is received on a Saturday, the CID will be the following Monday (excluding public holidays).